



Kiosk Specialist

Clark County Election Department

Updated 8/17/2018

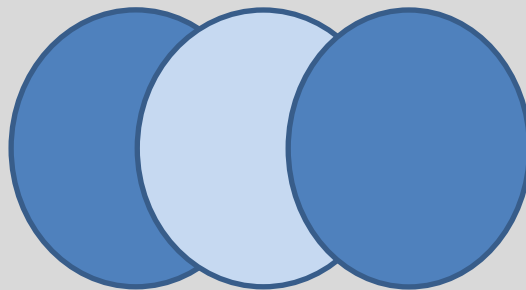


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KIOSK SPECIALIST (KS) RESPONSIBILITIES

Two Kiosk Specialists are assigned to each Vote Center

- Get from Storage Box:
 - Kiosks
 - Gray crate with supplies
 - Container with Meraki Router & Skyus Modem
- Assemble Kiosks. Laptop Operators may help but the Kiosk Specialist is in charge of making sure kiosks are set up properly
- Run power cords, surge protectors and extension cords as described in your instruction manual. Make sure everything is taped down and there are no tripping hazards
- Troubleshoot Kiosk functional issues (mouse, scanner, tablet, etc)
- Log into Vote Safe
- Connect to the network (either hardwired or wireless depending on site)
- Troubleshoot connectivity problems in the morning and throughout the day. If you cannot resolve, call "Kiosk Problems" Hotline for instructions
- Inform Team Leader of any connectivity issues you cannot resolve
- Check laptops are "Online" throughout the day. If "Offline", immediately troubleshoot to find the problem, or call "Kiosk Problems" Hotline for help
- Assist Laptop Operators during the day with issues and questions
- Assist when Laptop Operators say a signature does not match
- Assist voters at the kiosk when necessary
- Give breaks throughout the day to Laptop Operators
- Complete Kiosk Closing Form:
 - Write counts from each laptop (voter count and provisional count)
 - Paste closing labels
- Log off Vote Safe and shut down laptop
- Disassemble and pack up kiosks
- Pack up the Meraki router and Skyus modem and give to Team Leader
- Place in Storage Box:
 - Kiosks
 - Gray crate with supplies

WHERE TO SET UP AND THE EQUIPMENT TO USE

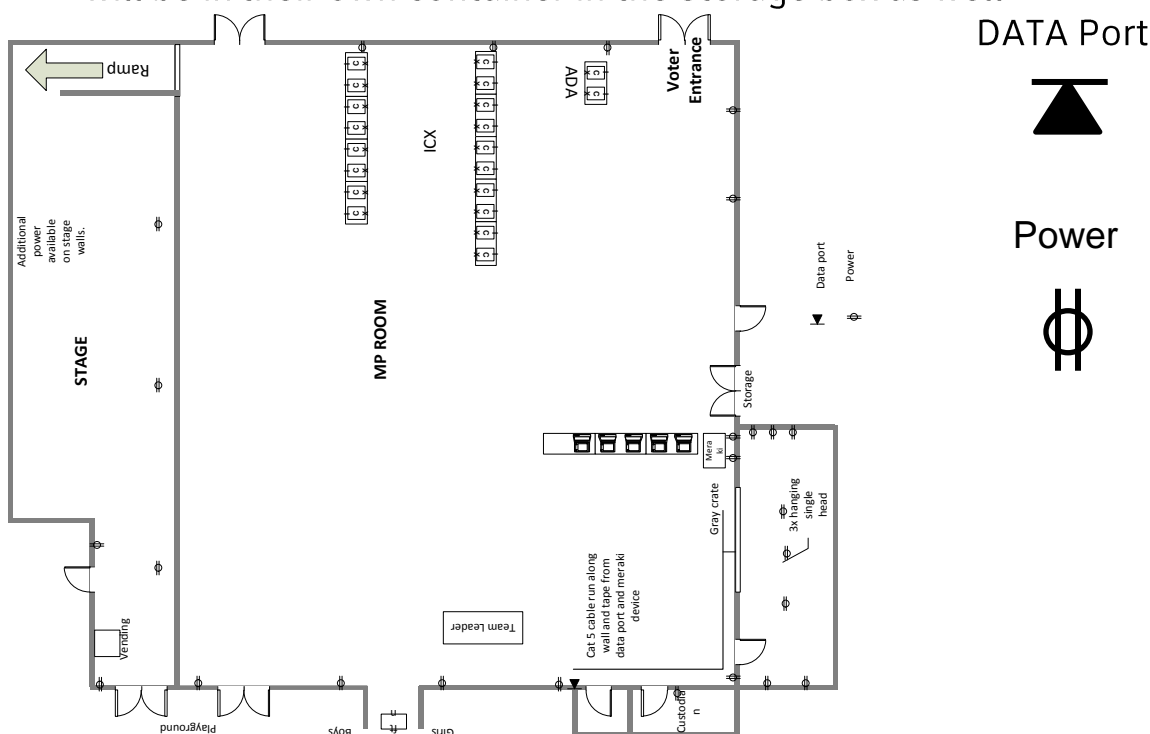
1. Review the site set up diagram (found in Team Leader accordion file); position 6 foot tables where indicated on diagram.

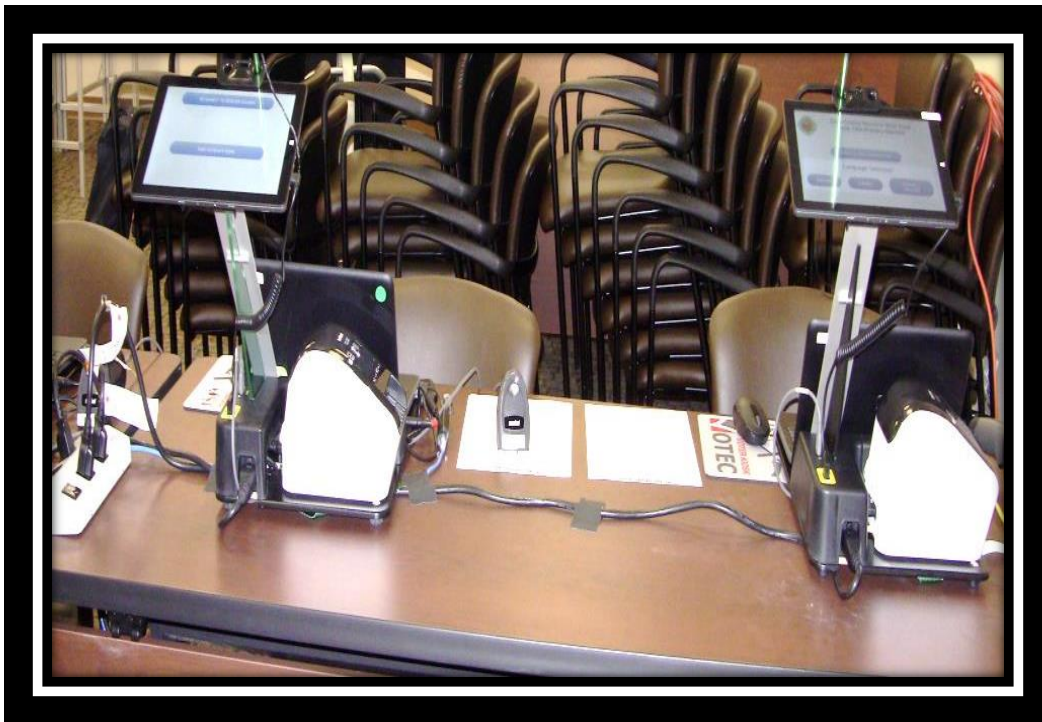
2. **The Kiosk specialists (KS)** will start assisting Laptop operators in the set-up of the Kiosks on the tables using the following Kiosk assembly instructions in this manual on page 6; then KS will need to power on and login to Votesafe. Once Kiosks are at voter lookup proceed to establish connectivity following the steps in this manual on page 15.

Note: The site set up diagram found in Team Leader accordion file is the standard we need you to follow (the only thing that may change is the number of kiosks and ICX voting machines).

KIOSK SPECIALIST SUPPLIES

- Review site diagram (TL has this in accordion file)
- Storage box with Kiosks, gray crate with connectivity cables, surge protectors, and extension cords (gaffers tape), laptop security cables
- Meraki router with power cord and Skyus modems with power cords will be in their own container in the Storage box as well





KIOSK ASSEMBLY INSTRUCTIONS



Step 1- Place the case on chair next to table where you are setting up the kiosk. **Keep all parts in case together, they are not interchangeable.**



Step 2- Open case. You may need To press down on the case lid to free the clasp. **(Note: for proper closing of case lid, all items will need to be organized when packing at the end of the day. Please make a mental note as you take things out.)**

Step 3- Lift foam tray out and set on the table. Watch the scanner cord. (Avoid the area where kiosk is going.)



Step 4- Set Power cord on table. Use the corner straps and lift base plate out; set on table and tuck straps under base.



Step 5- Install the scanner by inserting into USB port on base labeled "Spare". Set next to laptop.

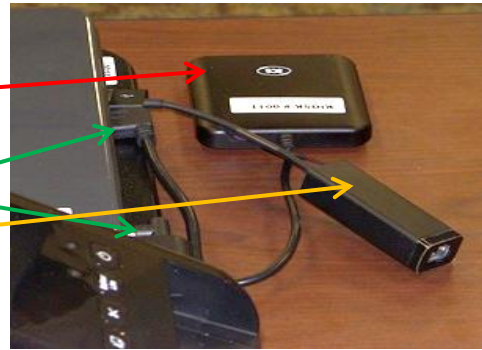


Step 6- Install the tablet stand. From the laptop side, insert notch into base slot behind label printer. Tighten Knob into base behind laptop.



Step 7- Set signature pad on table, right side of laptop. Plug power cord into receptacle slot with a yellow border. Careful with USB connection.

Step 8- Place the mouse pad on either side of the laptop. Move the card activator to the left side of laptop. Plug in laptop power cords and the Ethernet/USB adapter (dongle)



Step 9- Install stylus into holder at the top of signature pad.



Step 10- Turn on mouse. (Look for red light) Place on mouse pad.

Step 11- Place screen cleaning wipe on stand above Knob. This is just a good spot. (It's out of the way and easy to find.)



Step 12- Install power cord. Receptacle is on the front of Kiosk base, behind the label printer. Plug other end into surge protector. **Make sure surge protector is plugged in and turned on.**

Step 13- Put the foam tray, stylus case and instructions in the case. Put the case into the large box for storage until it is time to break the Kiosk down at the end of the day.

POWER ON LAPTOP AND OPEN VOTESAFE

Turn laptop on. (The Kiosk should be set up and possibly already turned on.)The **on** button is directly above the F7-F8 keys on keyboard.

Once the laptop comes up to the desktop login screen, left click on the mouse and bring up the login box. Enter the password, select enter. (Get passwords, Team Leader card, vote card from team leader; stored in the Team Leader crate and accordion file.)



After entering password, you should be at the desktop.

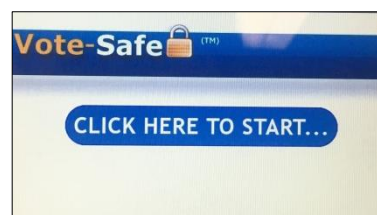


LOGGING INTO VOTE SAFE

1. Click on Vote Safe Icon.



2. Click on "Click Here to Start".

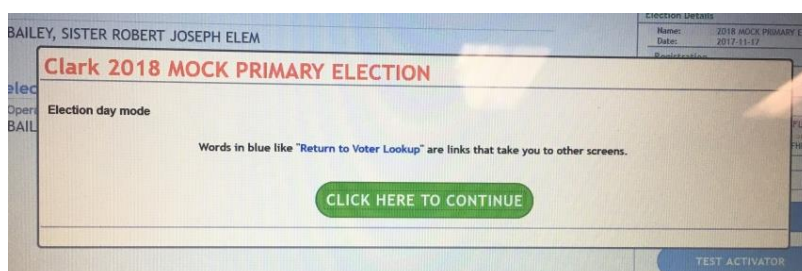


3. **Enter your Vote Safe password and click “Login”.** Get Your Vote Safe password from the Team Leader; it can be found in the accordion file under “Passwords”.



The image shows a web application interface for 'Vote-Safe'. At the top, there is a blue header with the 'Vote-Safe' logo and a padlock icon. Below the header, the text 'Enter Your Password:' is followed by a password input field containing four black dots. To the right of the input field is a grey button with a yellow key icon and the text 'Login'.

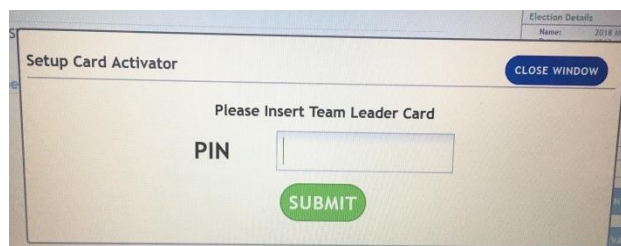
4. Click on “Click Here to Continue”



The image shows a screen titled 'Clark 2018 MOCK PRIMARY ELECTION'. At the top, it says 'Election day mode'. Below that, a message states: 'Words in blue like “Return to Voter Lookup” are links that take you to other screens.' At the bottom of the main content area is a large green button with the text 'CLICK HERE TO CONTINUE'. The screen also has a header with 'BAILEY, SISTER ROBERT JOSEPH ELEM' and 'Election Details' on the right.

TEAM LEADER PIN

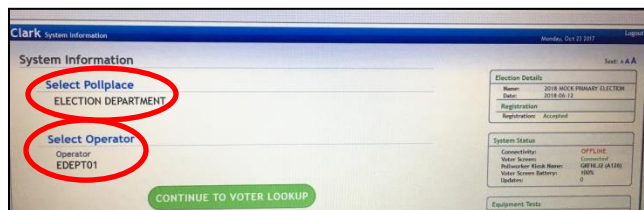
1. **Insert the Team Leader Card into the card activator and enter Team Leader PIN Number.** Get the Team Leader Card and PIN number from the Team Leader; PIN number can be found in accordion file under “Passwords”



The image shows a screen titled 'Setup Card Activator'. It has a 'CLOSE WINDOW' button in the top right corner. The main text says 'Please Insert Team Leader Card'. Below this, the word 'PIN' is followed by a PIN input field. At the bottom is a green button with the text 'SUBMIT'.

2. **VERIFY** polling place name and Operator ID are correct.

- If either is incorrect, stop on that Kiosk and continue with the other ones. Let the Team Leader know. Call IT hotline after setting up remaining Kiosks

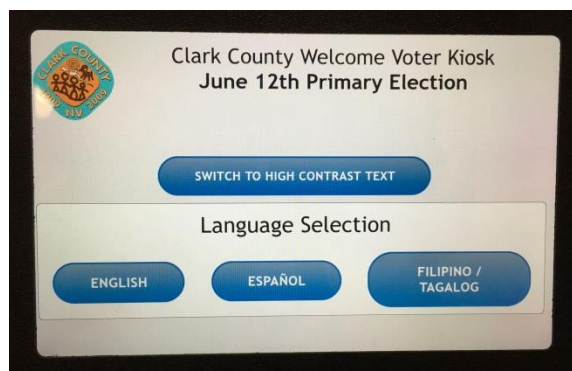


MUST SYNC SIGNATURE PAD TO THE LAPTOP

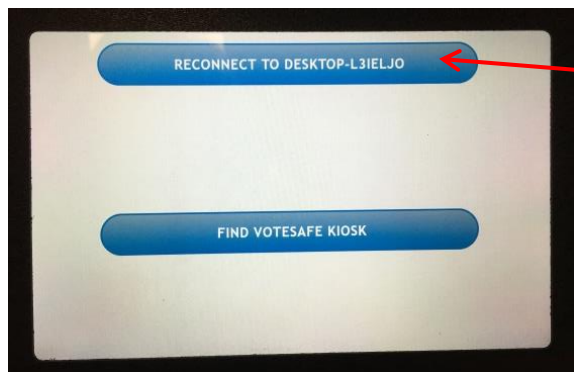
1. **Turn on signature pad** by pressing the small button along the top edge of the signature pad. (Need to hold the button in until it shows it is powering on.)



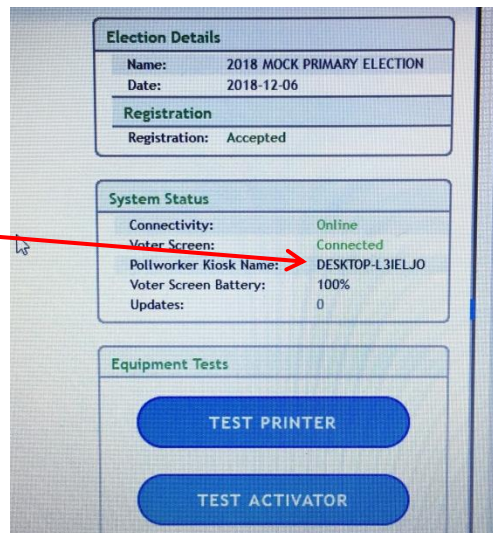
2. Now you will need to make sure the signature pad has synchronized and connected to the corresponding laptop. The signature pad should connect automatically and be at the language screen below.



2. If it did not automatically connect you will get a screen like below.



Signature Pad

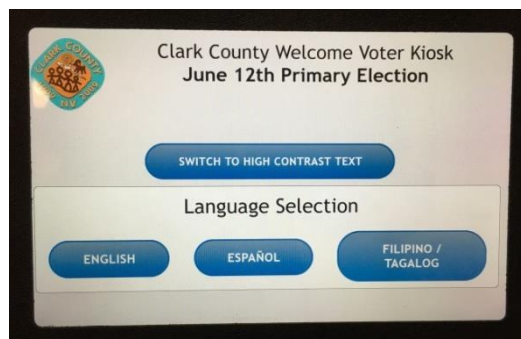
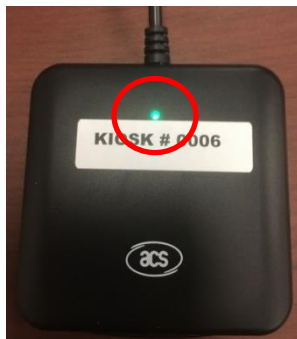


Laptop screen

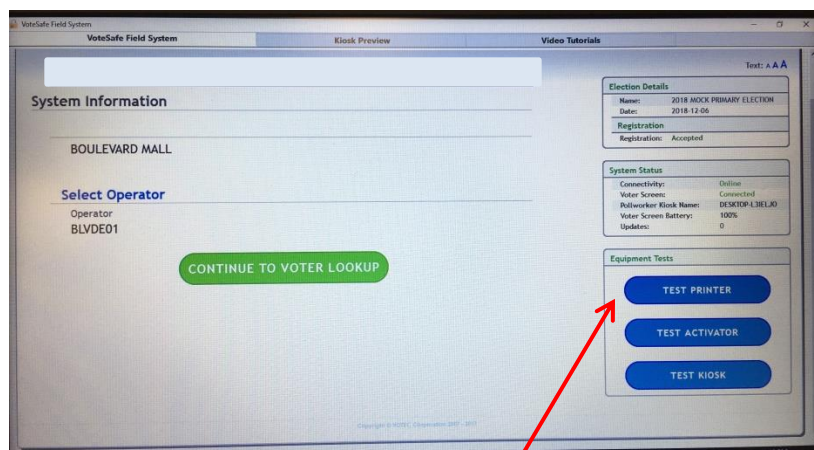
Match the Poll worker Kiosk Name on laptop screen with the same number on the signature pad. Press the "RECONNECT TO DESKTOP-L3IELJO" button on the signature pad and it should connect giving you the screen in step 1. (If signature pad still doesn't connect or is not at the reconnect screen, continue with the other kiosks and come back to issue after all others are up ok. Refer to the troubleshooting kiosk issues in this manual.)

RUN PRINTER, ACTIVATOR, AND SIGNATURE PAD TESTS

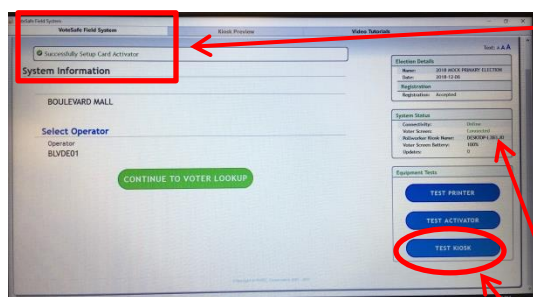
1. Make sure your printer light is green, activator has a green light, and the signature pad is at the language screen.



2. The laptop screen should look like the following picture:



A. Step One. Press “Test Printer” and the printer should print a label.



Laptop

B. Step Two. Insert vote card into activator with chip facing up. Press “Test Activator” and the message, “Card burner test successful” will appear in green in the upper left corner of the laptop screen.



Signature Pad

C. Step Three. Press “Test Kiosk” and immediately look at the signature pad for message “Connected to DESKTOP-L3IELJO” under the languages. Match this with your laptop above the three blue test buttons. (L3IELJO is unique to each Kiosk.)

These 3 tests, listed above, need to be performed at the beginning of vote safe; should you proceed to voter lookup before accomplishing, the buttons will disappear. You will need to log out of Vote Safe and back on and buttons will be there. These tests tell you the laptop is properly communicating with the printer, activator, and signature pad (Kiosk). (Better now than with the first voter)

3. Install signature pad onto Kiosk stand, using two hands. Now you are ready to click on the green button in the middle of the laptop screen to go to voter look up.

Voters can be processed with the Kiosks brought up to this point, however it is **IMPORTANT** to establish connectivity.

CONTINUE TO VOTER LOOKUP

4. LET THE TEAM LEADER KNOW THE KIOSKS ARE AT VOTER LOOKUP AND CAN BE USED TO PROCESS VOTERS AND YOU WILL CONTINUE TO GET CONNECTIVITY ESTABLISHED ON EACH KIOSK.

The screenshot shows the 'Clark Voter Check-In' web application. The interface includes a header with 'Clark Voter Check-In', 'Count/Logs', 'Contacts and Help', and a 'Logout' link. The main section is titled 'Voter Lookup' and contains two buttons: 'CLEAR FIELDS' and 'RESET VOTER DISPLAY'. Below these are input fields for 'House # / Registration #', 'Street', 'Last Name', 'First Name', and 'Birthdate (MM/DD/YYYY)'. A green 'SEARCH' button is positioned below the birthdate field, with the instruction '(Press Enter or Click Search)' to its left. On the right side, there is a 'Live Help' button and a 'System Usage' section. The 'System Usage' section displays 'ELECTION DEPARTMENT', 'ESKPT21', and 'OFFLINE' in red. Below this, it shows 'Voter Screens: 100%' and 'Voter Screens Battery: 100%'. At the bottom right, there is a 'Lookup Guidelines' section with a link to 'Search For Voters Using...'. The footer of the page indicates 'Copyright © 2008-2010 Transvision, Inc. All Rights Reserved'.

ESTABLISH CONNECTIVITY

Team Leader will have the connectivity type for your site setup

- Wireless using Skyus modem and cellular data
- Hardwired using facility data port

WIRELESS USING CELLULAR DATA (SKYUS Modem)

Note: Kiosk Specialist Lead should start connectivity equipment setup and second KS will assist with connectivity once all kiosks have been assembled.

1. Get the gray crate with connectivity equipment and the Meraki router and Skyus modem. Set gray crate between first table and wall. Take out the **A**-Meraki router, **B**-Skyus modem, **C**-Cat 5 cables and **D**-surge protector (extension cord if needed). Surge protector is used to plug all of the Kiosks into power.



2. Set Meraki router on the gray crate and plug power cord into Meraki router and the surge protector.

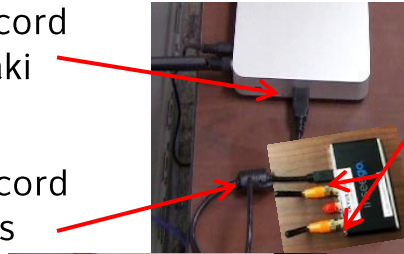


3. Assemble Skyus (per below picture) Plug the Skyus modem into the side of the Meraki router and set next to Meraki device, not on it. The light on the front side of the Meraki should be flashing through several colors, from red to solid white, and then the Meraki is operational. **(Slow to come up)**

C. Power cord to Meraki

B. Power cord to Skyus

A. Antenna



NOT OPERATIONAL



OPERATIONAL

4. Connect a Cat 5 cable into the end of the Dongle at the Kiosk and connect the other end into any of ports 3-12 on the back side of the Meraki router. **Note: Make sure it is not connected to the internet 1 or internet 2 socket on the left side of the back of the Meraki.** There needs to be a green light blinking above the socket you plugged into.



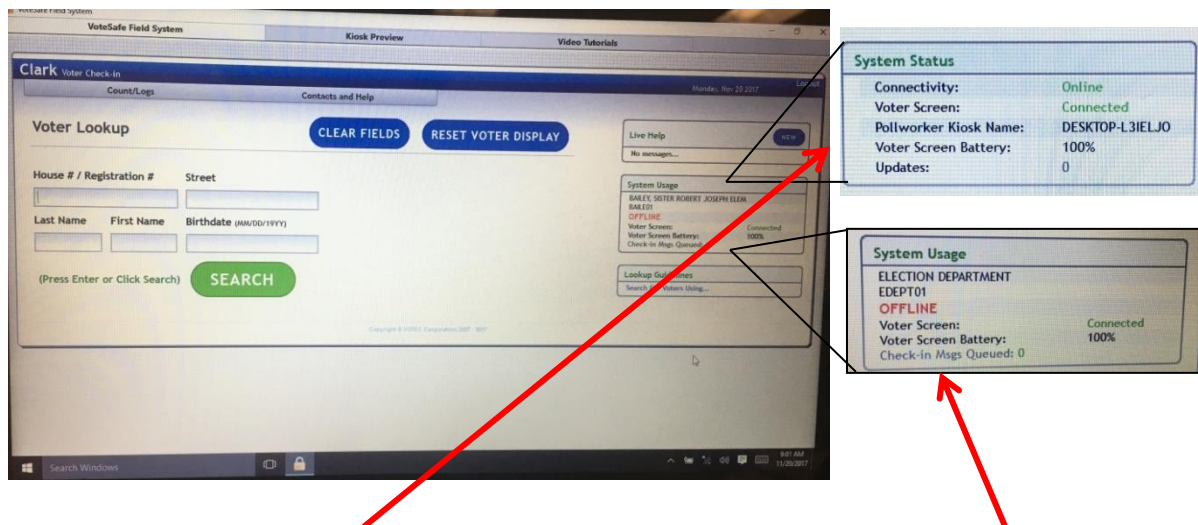
Dongle should be in first USB port on left side of laptop. Insert Cat 5 cable into end of the dongle.





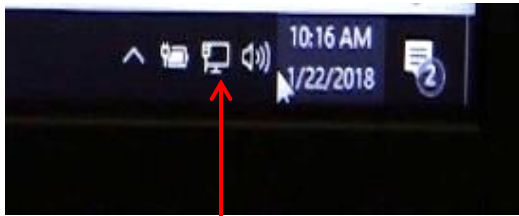
Plug the Cat 5 cable from dongle into any port 3- 12. Should have green light.

5. The laptop screen should look like the picture below.



Verify Vote Safe is ONLINE, connect all kiosks. If it says OFFLINE (like this example), proceed to check laptop connectivity in the next step.

6. Look at the lower right hand corner of the laptop screen. Take mouse and click on the symbol that looks like a little monitor (The monitor symbol should be between the battery indicator and the volume speaker); a pop-up menu should appear. Find the monitor symbol and verify it says connected. (listed “co.clark.nv.us”)



Monitor symbol



Monitor symbol, co.clark.nv.us connected

7. If the popup does not list “co.clark.nv.us” connected or “Vote Safe” program still shows offline when “connected” refer to troubleshooting section of this manual.

8. Once you have performed the above steps on each Kiosk you have connectivity and can process voters.

- Install the signature pad onto the stand.
- Let the Team Leader know the Kiosks are ready.
- Install cable lock onto each Kiosk laptop.
- Look Professional, straighten work area to ensure room for paperwork.
- Let the Laptop Operators know they can now set-up their spot with supplies to process voters.
- Be sure to take the Oath.



LOOK FOR TRIPPING HAZARDS

Put equipment not needed for this type set-up back in the gray crate and tape all cords to prevent tripping hazards. Try to route cords slightly under tables and along the wall whenever possible. Refer to pictures on page 5.

HARDWIRED USING FACILITY NETWORK CONNECTION

Note: Kiosk Specialist Lead should start connectivity equipment setup and second KS will assist with connectivity once all kiosks have been assembled.

1. Get the gray crate with connectivity equipment and the laptop case with Meraki device and Skyus modem. Set gray crate between first table and wall. Take out the **A**-Meraki router, Skyus modem, **B**-Cat 5 cables and **C**-surge protector (extension cord if needed). Surge protector is used to plug all of the Kiosks into power. Leave the Skyus modem in supplies, just know you have it, if you have connectivity issue and IT Hotline refers you to use.



A



B



C

2. Set Meraki router on the gray crate and plug power cord into Meraki router and surge protector.



3. Connect Cat 5 cable to either the internet port 1 or internet port 2 socket on the Meraki router. Connect the other end into the data port at the wall or on the floor. (Data port ▲ may not be right next to Kiosk tables.) You should now have a green light on the back of the Meraki router.



Cat 5 cable plugged into internet port 1 or 2 and other end in data port.

4. The light on the front side of the Meraki should be flashing through several colors; from red (not operational) to solid white (operational). The Meraki may flash between several times through the colors until connection is made.



NOT OPERATIONAL



OPERATIONAL

5. Attach the dongle into the first USB port on the left side of the laptop (closest to the front end). Connect a Cat 5 cable into the end of the Dongle. Connect the other end into any of ports 3-12 on the back side of the Meraki router. **Note: Make sure it is not connected to the internet 1 or internet 2 socket on the left side of the back of the Meraki.** There needs to be a green light blinking above the socket you plugged into.



Dongle into first USB on
on left side of kiosk
laptop

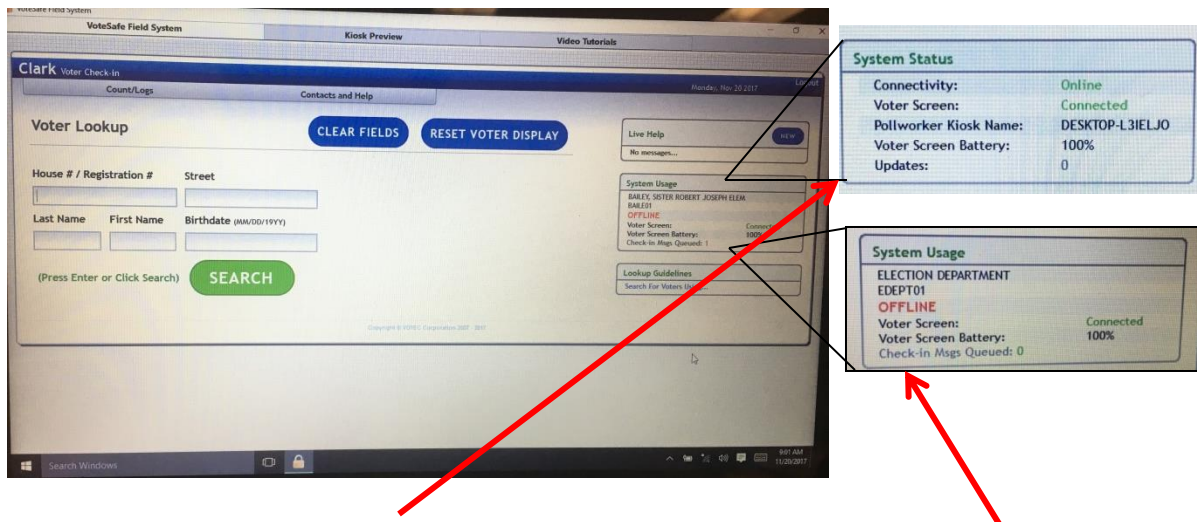


Cat 5 Cable into
dongle



Cat 5 Cable from
dongle to any 3-
12 socket on back
of Meraki device

6. The laptop screen should look like the picture below.

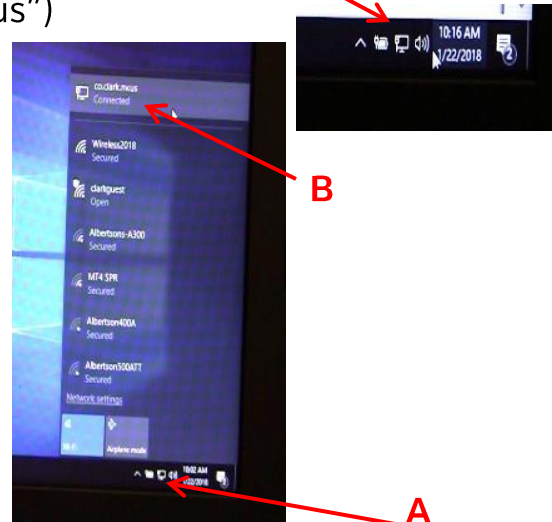


Verify Vote Safe is ONLINE, connect all kiosks. If it says OFFLINE (like this example), proceed to check laptop connectivity in the next step.

7. Look at the lower right hand corner of the laptop screen. Take mouse and click on the symbol that looks like a little monitor (The monitor symbol should be between the battery indicator and the volume speaker); a pop-up menu should appear. Find the monitor symbol and verify it says connected. (It will be listed, "co.clark.nv.us")

Click on "monitor" looking icon and popup will appear. **A**

Find monitor symbol on popup list and verify it is connected. (listed "co.clark.nv.us") **B**



8. If the popup does not list "co.clark.nv.us" connected or "Vote Safe" program still shows offline when "connected" refer to troubleshooting section of this manual.

9. Once you have performed the above steps on each Kiosk you have connectivity.

- Install the signature pad onto the stand.
- Let the Team Leader know the Kiosks have connectivity.
- Install cable lock onto each Kiosk laptop.
- Look Professional, straighten equipment to ensure room for paperwork.
- Let the Laptop Operators know they can now set-up their spot with supplies to process voters.
- Be sure to take the Oath.



LOOK FOR TRIPPING HAZARDS

Put equipment not needed for this type set-up back in the gray crate and tape all cords to prevent tripping hazards. Try to route cords slightly under tables and along the wall whenever possible. Refer to pictures on page 5.

CONNECT TEAM LEADER LAPTOP TO MERAKI ROUTER

Note: The Team Leader table will need to be close enough for Cat 5 cable to be routed to and plugged into TL laptop and back of Meraki router. Be sure to tape cable down to prevent tripping hazard. Setup connections using the Cat 5 cables outlined in the procedures below.

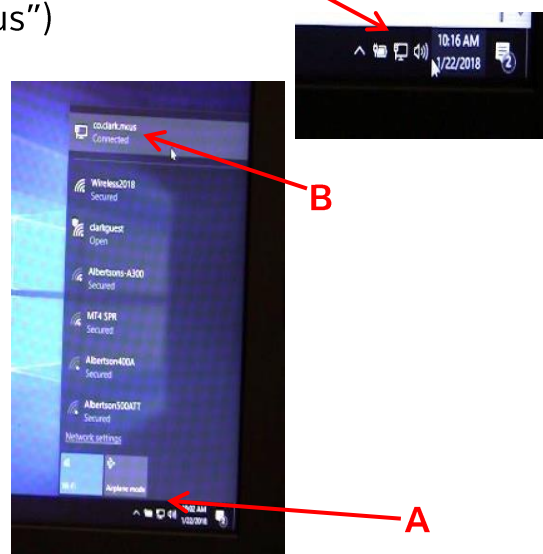
- Check Meraki router is connected to network through Skyus modem or hardwired from facility data port and has solid white light on front left side.
- Plug Cat 5 cable into any open port 3-12 on the back of the Meraki router.
- Plug the other end of Cat 5 cable into Ethernet socket on laptop. Look for socket that resembles telephone jack socket only larger.

Have Team Leader power on and log into laptop. Once they are at the desktop check to see if internet switch located along front edge of laptop, below the space bar is off.

Look at the lower right hand corner of the laptop screen. Take mouse and click on the symbol that looks like a little monitor (The monitor symbol should be between the battery indicator and the volume speaker); a pop-up menu should appear. Find the monitor symbol and verify it says connected. (It will be listed, "co.clark.nv.us")

Click on "monitor" looking icon and popup will appear. **A**

Find monitor symbol on popup list and verify it is connected. (listed "co.clark.nv.us") **B**



TROUBLESHOOTING KIOSK ISSUES

This section will list known issues with the Kiosk and how to resolve them. Use this section to quickly resolve any issues and if unable to resolve call the **Admin or IT hotline**.

1. Unable to log in: Desktop – Ensure you are entering the user name and passwords correctly. **Votesafe** – Ensure you are entering the password for your vote center and not the Team Leader admin password or TL pin. If still unable to log in call the hotline.

2. Unable to unlock the Votesafe Program with Team Leader Card –

- Make sure card activator has green light- If no green light is showing, unplug USB cord on left of laptop, wait a few seconds and re-plug USB cord.
- Make sure TL Card, not vote card is inserted correctly. (chip up)
- Make sure entering TL pin correctly.
- Power laptop down and re-login and check for green light.

3. Unable to sync the signature pad (tablet) to the laptop –

- Select the “Reconnect to desktop-L3IELJ0” (L3IELJ0 is just an example. Match this with Poll worker Kiosk Name on your laptop) If not the same, do not select.
- Select “Find Votesafe Kiosk” button on signature pad. The signature pad is a “Bluetooth” device and will now search for the kiosk and will pick up and list all the kiosks in the room. Verify the Poll worker Kiosk Name in the middle box on right side of Votesafe screen on laptop and select matching button on signature pad.
- Log out of Votesafe and log back in, leave signature pad on. Once Votesafe has come back up and you are logged in, match Poll worker Kiosk Name and select same reconnect button on signature pad.
- Log out of Votesafe and reboot laptop, log back in.

4. Signature Pad Freezes-

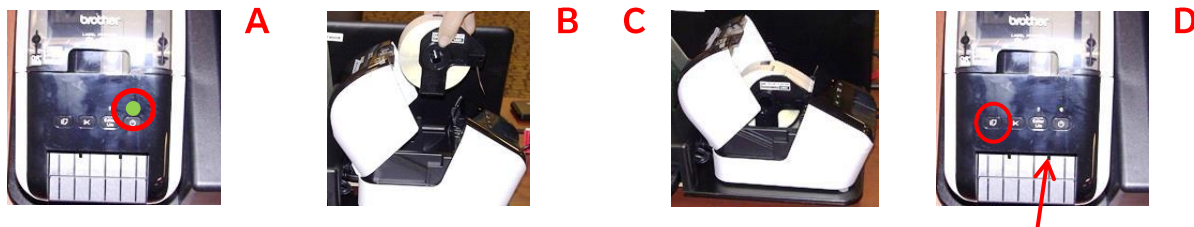
- Recycle power on signature pad (same as above)
- Log out of Votesafe and log back in.
- Log out of Votesafe and reboot laptop, log back in.

5. Votesafe program freezes-

- Log out of Votesafe and log back in.
- Log out of Votesafe and reboot laptop, log back in.
- Remind laptop operator to wait for laptop screen to tell them to remove the activation card and give to voter.

6. Printer not printing (brother printer on Kiosk)-

- **A** Make sure green light is on. If not press power button, if no green light comes on, check power connections behind printer.
- Make sure it has label roll in it.
- Take label roll out and re-install following instructions and pictures:



B- Pull roll straight up and put roll back in; needs to sit in cradle.

C- Feed labels, coming off the top, through the front on the printer.

D- You should barely see them out the front. Close lid and press button on left.

Re-do printer test (if no label prints at beginning of log in). If no label prints while processing voter, bring voter back up and select reprint label.

If still not working, call the hotline.

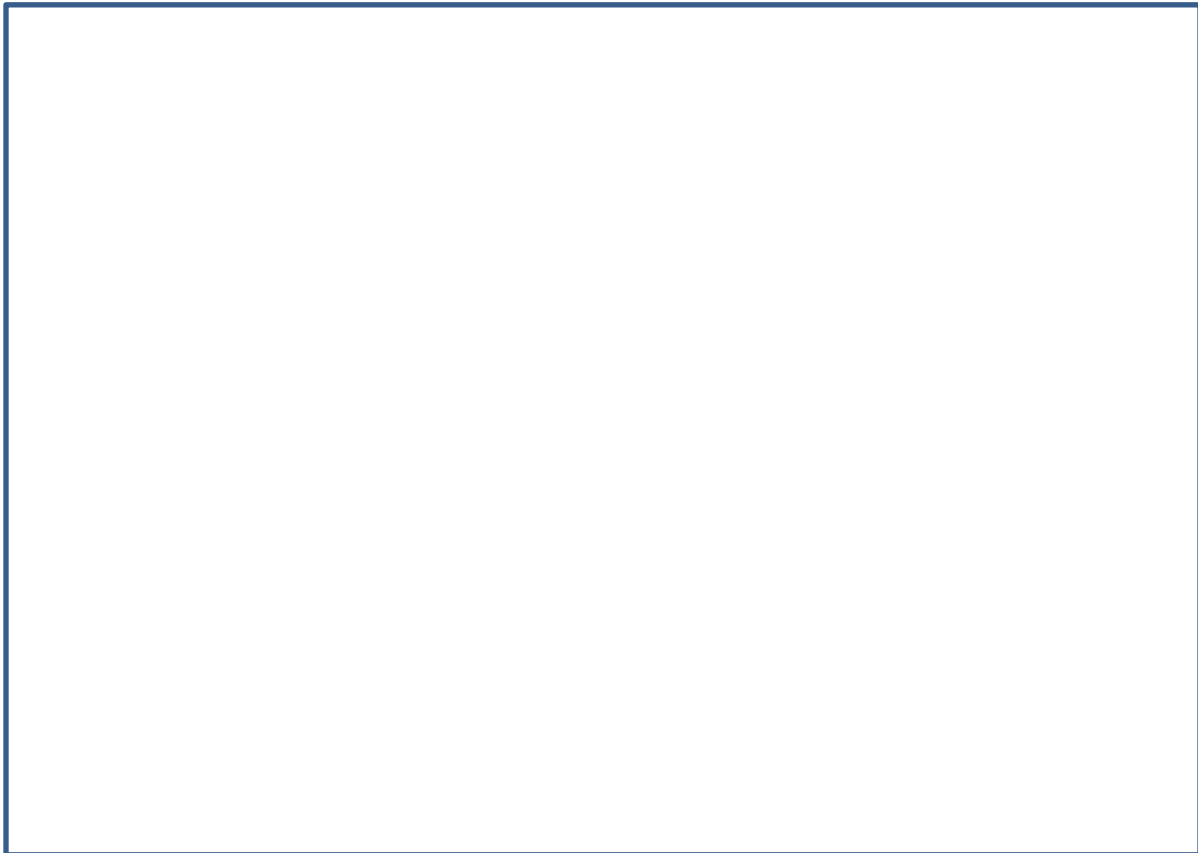
7. Scanner not working-

- Make sure it is plugged into the USB port labeled "Spare" on base assembly behind receptacle with yellow border.
- Kiosk can be used without the scanner by manually entering voter look-up information.
- Later in the morning call the IT hotline.

8. Card Activator not working-

- Check for green light. Unplug/re-plug in USB power cord on left side of laptop.
- If still no green light, log out of Votesafe and log back in.
- Log out of Votesafe and reboot laptop.

NOTES



TROUBLESHOOTING CONNECTIVITY ISSUES

As a Kiosk Specialist you will also monitor the Kiosks for connectivity throughout the day. Although, voters can be processed without connectivity on a temporary basis, it is extremely important to resolve all connectivity issues. You will need to call the IT Hotline and use the Kiosk Manual to re-establish connectivity as soon as possible.

Identify connection you are using at your site, broadband or hardwire.

- **Broadband cellular using Skyus Modem (Notify the IT Hotline)**
 - Check light on Meraki router, if red, you have lost connectivity.
 - Recycle power on the Meraki router (unplug/plug in)
 - Check all connections and ensure they're secured and correctly installed and turned on. (Skyus modem, Cat 5 cables, dongles, and surge protectors. (all Cat 5 cables should have green light at router socket and dongle)
 - Return to establishing connectivity procedures in manual and try to reconnect. (May need to restart laptops, one at a time)
 - Check light on Meraki router, if white, problem is between Meraki router and the Kiosk. Recheck connections. Unplug and re-plug in the network cable (Cat 5) or USB dongle on laptop.
 - Talk with hotline staff as they may have you try secondary Skyus modem or other system info.
- **Hardwired to facility network (Notify the Hotline)**
 - Check light on Meraki router, if red, there is no connectivity.
 - Recycle power on the Meraki router.
 - Check Cat 5 cable from facility data port to Meraki router is connected to correct port on back of Meraki router (internet 1 or 2) and if more than one data port on wall try another port.
 - Start at the beginning and make sure everything is plugged in securely (Cat 5 cables, dongles, surge protectors and surge protectors are on. (All Cat 5 cables should have green light at router socket and dongle)
 - Return to establishing connectivity procedures in manual and try to reconnect. (May need to restart laptop, one at a time)

- Check light on Meraki router, if white, problem is between Meraki router and the Kiosk. Recheck connections. Unplug and re-plugin the network cable (Cat 5) or USB dongle on laptop.
- Talk with hotline staff as they may have other options.
- **Messages in the Queue:**
 - Check to see if kiosk is still on-line. Close out of votesafe and log back in to push queued messages through the network. Watch for this throughout the day and keep repeating this step to minimize any messages left in the queue at the end of the day. **Note:** You may do closing procedure with messages in the queue for Election Day if unable to clear and you have called the IT hotline throughout the day.

NOTES

ASSIST LAPTOP OPERATORS DURING THE DAY

Once the polls are open you will be responsible for assisting the laptop operators in processing voters correctly. You will be helping the Team Leader in handling signatures that don't match, providing breaks, and assisting voters at the kiosks. **(USE THE LAPTOP OPERATOR MANUAL TO ASSIST IN PROCESSING VOTERS DURING BREAKS AND LUNCH)**

SIGNATURE DOESN'T MATCH

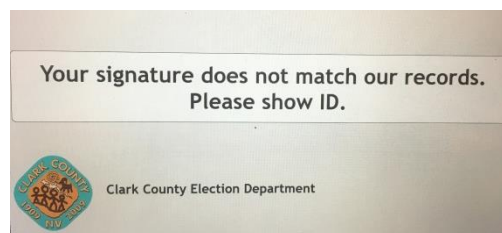
Laptop operators may ask for Identification (ID) when the vote safe program tells them to ask for it. In order to assist the Team Leader, as a Kiosk Specialist you will be able to ask for ID when the signature doesn't match the signature on file in the election records. **Note: You may ask voter to re-sign and mention it is being compared with signature from registration.**

Voter's Signature Does Not Match Signature on File Or No Signature Appears On Screen (NRS 293.277):

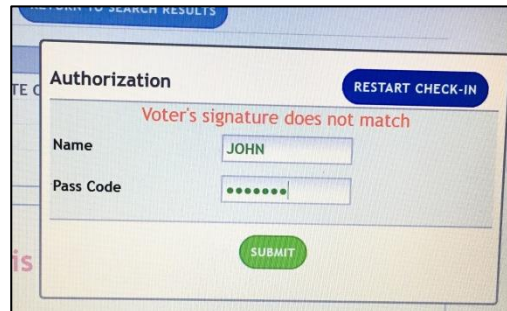
1. Click on red "No Match" button



2. The voter sees this message on the **Signature Pad**.



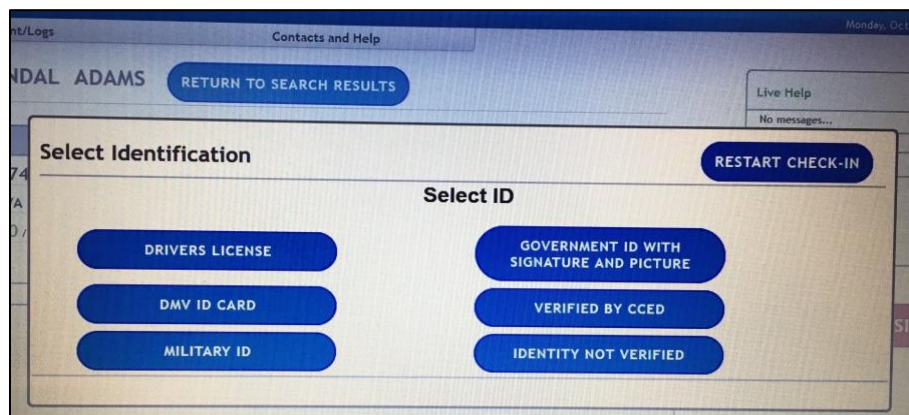
3. The “Team Leader Authorization” box will appear. Enter your first name in the Name field and enter “Team Leader Authorization Pass Code” in the “Pass Code” field. Click “Submit”.



4. Ask voter for one of the following forms of identification:

- Driver's License
- I.D. Card issued by the Department of Motor Vehicles
- Military I.D. Card
- Any other form of identification issued by a government agency which contains voter's signature and picture

5. The “Select Identification” box will open.

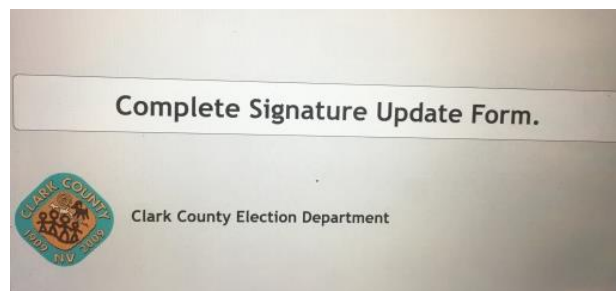


6. Click on the ID type the voter presented. If voter has no ID, call Team Leader.

7. The voter must sign a “Signature Update Form” to get their correct signature on file for the next election.



8. The voter will see this message on the signature pad.



9. Ask voter to sign the form.

SIGNATURE UPDATE FORM
FORMULARIO DE ACTUALIZACIÓN DE FIRMA
PORMA UPANG ISAPANAHON ANG LAGDA

Paste Label Here
Pegar la Etiqueta Aquí
Dito Idikit ang Markang Nakalimbag

I hereby affirm that the signature below is my current and correct signature:
Yo, por la presente, afirmo que la firma a continuación es mi firma actual y correcta:
Ako ay naninindigan na ang lagda sa ibaba ay ang aking pangkasalukuyan at tamang lagda:

Voter's Signature:
Firma del Votante:
Lagda ng Botante: **X** _____

P:\Training\2018 Training\Forms\Signature Update Form 7/28/2017

10. Complete the check-in process. Card will activate and labels will print.
11. Two identical check-in labels will print. Place one on the Signature Update Form and one on the Roster.
12. Place completed "Signature Update Form" in the #2 Envelope.
13. As you assist the laptop operators with processing voters, you can assist with the signatures that don't match; all other issues that require a team leader will still need to be directed to the team leader.

If voter has no I.D. and signature clearly does not match, call the Team Leader. They can call registration.

PROVIDE BREAKS FOR THE LAPTOP OPERATORS

As a Kiosk Specialist (KS) you will monitor the laptop operators and assist them when they require a break or lunch. You will fill in and process voters while laptop operators are on break. Work with the team leader and break the laptop operators for breaks and lunch.

PERIODICALLY CHECK CONNECTIVITY ON KIOSKS

Periodically throughout the day, check each kiosk and ensure they are on line. Troubleshoot and reconnect to Wi-Fi on any kiosk that has dropped offline. **It is important to re-establish connectivity and push any messages in the queue, in the vote safe program.** Use the troubleshooting section of this manual. If you cannot resolve an issue, discuss with your team leader and call the IT hotline if necessary. If you have issues with the vote safe program, call the admin hotline.

ASSIST VOTERS AT THE KIOSK

As Kiosk Specialist, you may need to direct voters to a Kiosk and inform them to select their language of choice. If voter indicates a need for assistance, inform the Team Leader. (If assistance is on the voting machine, laptop operator can finish checking the voter in, and then notify the Team Leader.)

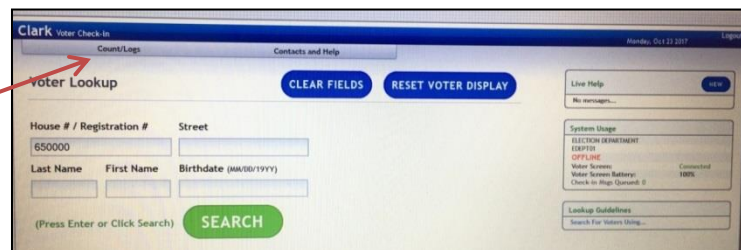
CLOSING KIOSK AT THE END OF DAY

Get the Kiosk Closing Form from the Team Leader. Enter the closing count and provisional count for each Kiosk on the form and attach the closing label.

COUNTS AND LOGS

Start with the first Kiosk

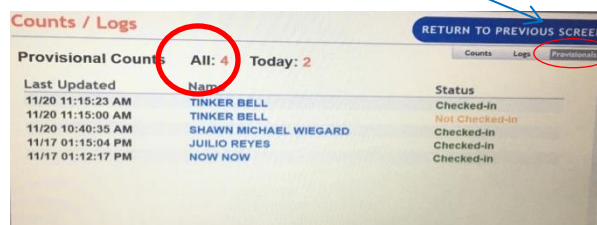
1. To view the counts and logs, click on the "Counts/Logs" tab at the top left of the screen.



2. The Counts and Logs window will open. The number of voters checked in will appear on this screen. The total count is for **Election Day**. Today's count is used during Early Voting.



3. Click on Provisionals tab to see all provisional votes. Use the "**All**" count for **Election Day**. "Today's" count is used during Early Voting.



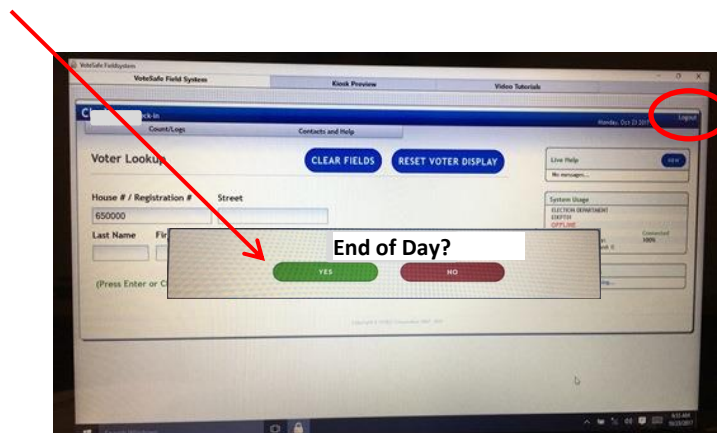
4. Enter Counts on Kiosk Closing Form-Election Day (Located in the accordion file in the same tab with the Polling Place Statement)

- Write the total count on this form in order of Operator ID. There will be a closing count for each Kiosk (if used).
- Write the provisional (All) count on this form in order of Operator ID. There may not be a provisional count for each kiosk, if there is no provisional count for a kiosk, then enter a 0.

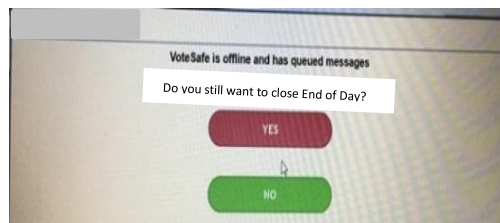
The form is titled "KIOSK CLOSING FORM - ELECTION DAY (Paste in order of Operator ID)". It contains six numbered sections for Operator IDs. The first two sections are filled out: Operator 1 (GMALL01) has a Closing count of 6 and a Provisional Count of 2; Operator 2 (GMALL02) has a Closing count of 4 and a Provisional Count of 0. Sections 3, 4, 5, and 6 are empty, each with labels for "Closing Count" and "Provisional Count".

END OF DAY CLOSING LABELS

1. Return to "Voter Lookup" by selecting the Blue "Return to previous screen" button. Click on the word, "Logout" on the blue bar, at the top right corner of the laptop screen. The below popup will appear. You need to now click on the Yes button.



2. This popup will appear if you have any votes in the queue. Still select the Yes button.



3. This final label will print. It will show 0 for no votes and it will have a number if you have any in the queue



4. Attach the labels on the Kiosk Closing form in order of Operator ID.

KIOSK CLOSING FORM - ELECTION DAY (Paste in order of Operator ID)			
System Name: Site: GALLERIAAT SUNSET Operator: GMALL01 Date/Time: 02/27/2018 01:50:59 PM Connection Status: Offline # of Queued messages: 0 Signature: _____	System Name: Site: GALLERIAAT SUNSET Operator: GMALL02 Date/Time: 02/27/2018 01:50:59 PM Connection Status: Offline # of Queued messages: 1 Signature: _____		
Closing count <u>6</u> Provisional Count <u>2</u>	Closing count <u>4</u> Provisional Count <u>0</u>		
3 Closing Count: _____ Provisional Count: _____	4 Closing Count: _____ Provisional Count: _____		
5 Closing Count: _____ Provisional Count: _____	6 Closing Count: _____ Provisional Count: _____		

5. Add the totals of each Kiosk and enter at the bottom of the page. Give the Kiosk closing form to the Team Leader.

7 Closing Count: _____ Provisional Count: _____	8 Closing Count: _____ Provisional Count: _____
9 Closing Count: _____ Provisional Count: _____	10 Closing Count: _____ Provisional Count: _____
Total Closing Count <u>10</u> Total Provisional Count <u>2</u> Team Leader will write these counts on the Polling Place Statement	

KIOSK DISASSEMBLY



Once the Team Leader says it is ok to start breaking down the polling site, put all unused forms in clear plastic bag and put in a grey crate. Work together with the laptop operators to breakdown all Kiosks, associated Wi-Fi equipment and then help out where ever the Team Leader needs you.

Get Kiosk cases from under the table or the Black storage box and follow the steps to breakdown Kiosks. Power the Kiosk laptop off.

(There may only be room for one case on the table between kiosks, so work together with the laptop operators) **MATCH THE CASE TO THE KIOSK**



Step 1- Open case and take the foam tray out. Put stylus case on table. **Make sure to match the kiosk to the case.**



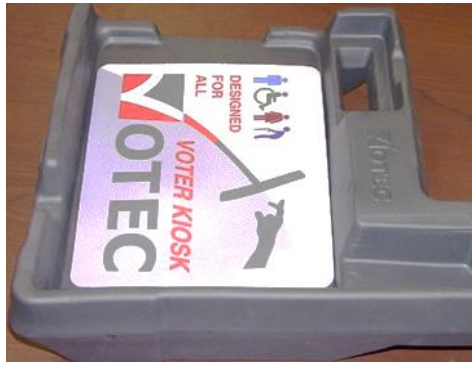
Step 2- Make sure everything is off. Look for no red light on mouse; on the signature pad, push the off button and hold until screen saver appears. Screen will prompt you to swipe down on the screen.



Step 3- Unplug laptop power cords and route them with the card activator along the back of laptop and label printer. Remove Dongle.

Step 4- Place the dongle, cleaning pad, mouse, and stylus in recessed area in foam tray.





Step 5- Place mouse pad over the recessed area.

Step 6- Disconnect signature pad power cord from receptacle. (yellow border) Using two hands slide the signature pad off the stand.



Step 7- Place signature pad in foam tray with the screen side down onto mouse pad. Leave power cord plugged into tablet and position power cord here.

Step 8- Disconnect tablet stand. Place in foam tray. (knob end will be on top of tablet).

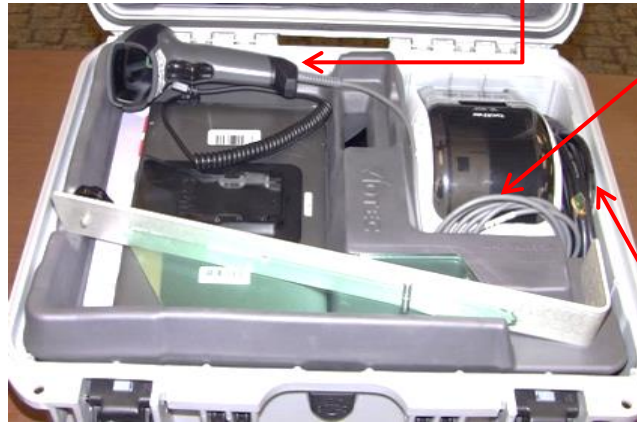


Step 9- Unplug the scanner and main power cord from the base assembly. Set on the table.



Step 10- Untuck the base straps and put base assembly into case, with the label printer to back of case. Tuck straps down along the sides.

Step 11- Place tray on base assembly in the case. Place the scanner in foam tray, with power cord tucked between the back of label printer and base.



Coil main power cord and tuck between the label printer and case. Everything must be neat to close the lid.

Help pack up the other Kiosks and put the Kiosk cases into the large storage box.

Step 12- Place all cat 5 cables, surge protectors, and extension cords in the gray crates they came in.

Step 13- Give the Team Leader the Meraki router and Skyus modem packed in their storage container, for the Team Leader to bring back.

Assist with anything else the Team Leader needs.

ELECTION DAY: Sign the payroll signature sheet at end of day. Verify your name, address and social security number are correct.

EARLY VOTING: Sign your time sheet with the Team Leader each day.

Incorrect information or failure to sign will delay your paycheck



You are free to leave when the Team Leader releases you.

QUICK REFERENCE FOR SITE SET UP

1. Review the site set up diagram (found in Team Leader accordion file); position 6 foot tables where indicated on diagram. Leave space between table and wall.
 2. Move storage box with Kiosks supplies closer to your table placement.
 - Gray crate with connectivity cables, surge protectors, and extension cords (gaffers tape), laptop security cables. Meraki router (pwr cord) and Skyus modems will be in Storage box in a laptop case.
 3. Set Kiosks on tables in numerical order, ask Team Leader to verify the seals.
 - Set up kiosks in order, two kiosks to a 6' table. **Important: keep kiosk parts together, tablet and mouse are not interchangeable.**
 - Position close to the sides, so there is room for paperwork in the middle.
 4. Use surge protectors for power: Put 1 on table between 1st and 2nd table, put 1 on floor under tables between 2nd and 3rd table to be able to get all Kiosks and Meraki Router plugged in. (**ensure turned on**)
 5. Power up and login on each kiosk. Get user names, passwords, TL card, and vote cards from the Team Leader.
 - Login to Votesafe and then power on the signature tablet. Sync tablet.
 - Check site name, laptop operator, and do the 3 blue button tests.
 - Proceed to voter lookup. (skip Kiosk with problem and go back after rest are set up.) **At this point the Kiosks can process voters, if necessary.**
 6. Make sure power cords are routed neatly and do not pose a tripping hazard.
 7. Now establish connectivity either hardwired or broadband using cellular data. You can get the connectivity method from the Team Leader. Place router and modem on crate between table and wall.
 - **Hardwired**- Plug Meraki router into power and insert cat 5 cable into socket 1 or 2 on back of router and the other end into facility data port.
 - **Broadband using cellular data**- Plug Skyus modem (with 2 antenna) into router.
- Note: Light on front of Meraki router will cycle through colors, when solid white then it is operational.
- Now in both setups, connect cat 5 cables from router sockets 3-12 to each kiosk dongle. (should have green lights at both ends)
 - Check connectivity on laptop. Look at the votesafe screen on the right hand side of the screen. In the box labeled System Status Connectivity should be "Online" in green.
8. Let the Team Leader know you have established connectivity.
 9. Recheck area for neatness and fix any tripping hazards.